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**Questions relating to information**

# Questions relating to information

## Report of the Secretary-General

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# I. Introduction

1. In its resolution 53/59 B of 3 December 1998, the General Assembly requested the Secretary-General to report to the Committee on Information at its twenty-first session, in 1999, and to the General Assembly at its fifty-fourth session, in 1999, on the activities of the Department of Public Information and on the implementation of the recommendations contained therein.

2. Seven reports were submitted to the Committee on Information at its twenty-first session, held from 3 to 14 May 1999, entitled:

(a) "Reorientation of United Nations activities in the field of public information and communications" (A/AC.198/1999/2);

(b) "Integration of United Nations information centres with field offices of the United Nations Development Programme" (A/AC.198/1999/3);

(c) "United Nations information centres in 1998: allocation of resources from the regular budget of the United Nations" (A/AC.198/1999/4);

(d) "Development of United Nations international radio broadcasting capacity: design and scope of a pilot project" (A/AC.198/1999/5);

(e) "Continuous development, maintenance and enrichment of United Nations Web sites" (A/AC.198/1999/6);

(f) "Activities of the Joint United Nations Information Committee" (A/AC.198/1999/7);

(g) "Proposed medium-term plan for the period 2002-2005 (Programme 23, Public information)" (A/AC.198/1999/8).

3. At the request of the Committee on Information, the Secretary-General prepared a follow-up report (A/AC.198/1999/9) to his initial report on United Nations Web sites (see above) for consideration by the Committee at a resumed session scheduled for early November 1999.

4. The Under-Secretary-General for Communications and Public Information provided additional substantive information in his opening statement to the Committee on Information at its twenty-first session.

5. The deliberations of the Committee on Information at its twenty-first session are reflected in its report to the General Assembly.[1] The present report responds to resolution 53/59 B, and updates the information previously provided to the General Assembly.

# II. Overview

6. Since the previous report on questions relating to information (A/53/509), the Department has continued the reorientation of its activities, as broadly outlined in that report, with a view of achieving the objective of projecting the United Nations Organization as an open, transparent and public institution capable of meeting the principal objectives enshrined in the Charter of the United Nations. The Secretary-General's bulletin outlining the new structure of the Department, consistent with the thrust of the objectives of the reorientation of its activities, was issued in July 1999 (ST/SGB/1999/10).

7. During the period under review, the Department has concentrated its reorientation efforts on the following areas:

(a) Continued application of the latest technological developments to both improve programme delivery in the print, radio and television media, and at the same time further strengthen its outreach to audiences around the world through the United Nations Web site on the Internet, which the Department manages and coordinates;

(b) Development of a more effective news gathering and delivery system, which had been identified by the Secretary-General as one of the most immediate priorities in the process of reorientation of the work of the Department;

(c) Continued strengthening of the Organization's ability to communicate at the country and regional levels, to ensure that the global messages of the United Nations are tailored to national orientations.

8. During the period under review, despite serious financial constraints the Department has made the United Nations Web site available in all six official languages, through temporary redeployment of staff and other measures. The availability of audio and video elements on the Web site has also increased considerably, in addition to the continuous introduction of new elements, as warranted by current developments, such as the Web pages on Kosovo and East Timor. Discussions are under way in the Committee on Information and other relevant intergovernmental bodies on possible approaches to further multilingual development of Web pages in all official languages, as resources permit.

9. As part of its reorientation in the area of news gathering and dissemination, the Department has proceeded with the creation of a Web-based United Nations News Service, through the redeployment of the staff of its Editorial Section to the newly renamed News and Media Services Division. The objective of the News Service is to provide

the global media as speedily as possible with the news material generated by the Organization through the application of the latest advances in communications technology. The News Service is structured in a manner that will use the demand for news to provide a higher profile for the less widely covered United Nations concerns and activities in the area of economic and social development. A further important by-product of this effort is speedier, more cost-effective and more visually attractive production for a range of the Department's outputs in all mediums.

10. The strengthening of the Organization's capacity to communicate at the country level remains one of the primary objectives of the reorientation exercise. United Nations information centres have contributed to this goal by providing public information programmes in local languages and promoting activities that emphasize the relevance of the United Nations work to daily concerns of people around the world. The presence of the centres in the community and their familiarity with local conditions has allowed them to deliver the Organization's message effectively in a local context, making them not just information disseminators but true communicators. Thus, the "global vision" of the United Nations gains a "local voice", through relationships that the information centres have developed with the local community.

11. The Department has also cooperated closely with the Executive Office of the Secretary-General in developing and promoting a strategy for closer ties with the international business community. It produced an information kit used by the Secretary-General both in his contacts with corporate executives and for press outreach and strengthened regular contacts with key journalists. Advance copies of a book published by the Department on the United Nations role in facilitating global commerce were used by the Secretary-General in his meeting with the International Chamber of Commerce held on 5 July 1999.

## III. Electronic communications and use of the Internet

12. The Department is continuing to strengthen its coordination, management and policy guidance role on content matters for the Secretariat's Internet activities. With the November 1998 launch of United Nations Web sites in Arabic and Chinese, information about the Organization is now electronically available in all six official languages. It must, however, be emphasized that the amount of materials in Arabic, Chinese, Russian and Spanish remains relatively small due to the lack of allocated resources for the maintenance and development of United Nations Web site activities. Possible courses of action to remedy this imbalance have been suggested in the above-mentioned report of the Secretary-General (A/AC.198/1999/9).

13. The Department moved swiftly to launch the new Web pages on the United Nations missions in Kosovo and East Timor, which feature information obtained directly from the field, as well as background information and relevant General Assembly and Security Council documents.

14. The sessions of the General Assembly were broadcast live via the Internet and accessed by a significant number of users. The United Nations Web site itself has witnessed a substantial increase in usage — from 5,304,722 accesses per month in January 1998 to 12,096,487 in January 1999 and 13,568,990 in July 1999.

15. New Web pages on the United Nations and civil society and the United Nations and business were launched in January 1999. They highlight the cooperation between the Organization and various partners in civil society, and provide the business community with information on procurement opportunities within the United Nations system.

16. The United Nations CyberSchoolBus, the Department's on-line education project, was selected as one of 20 finalists in the prestigious Ericsson Internet Community Awards, out of a pool of over 1,400 entries. This site captures the growing potential of the Internet as an educational tool, and provides an effective medium for disseminating information and resources about international affairs to diverse communities of students and educators around the world. Over 80,000 schools from over 100 countries have used this site so far to access activities and projects that teach students about global issues in an interactive, engaging and lively way.

## IV. Public information programme activities

17. The Office of the Spokesman for the Secretary-General has continued to inform the accredited press, delegations and the public at large on the broad scope of activities of the United Nations, providing a comprehensive picture of the Organization's work, ranging from political issues emanating from Headquarters and from peacekeeping missions in the field to newsworthy topics relating to activities of the funds, programmes and specialized agencies of the United Nations system. Over the past year, the Office has capitalized on Internet technology to expand the audience for its products. Highlights of the daily briefing are

posted on the United Nations Web site by early afternoon, allowing users around the world to access the latest developments in an easy-to-read format, in addition to information on the Secretary-General's appointments, the schedule of press conferences and other breaking developments, as required.

18. In addition to the arrangements in place to reach its key constituency, the accredited correspondents based at Headquarters, the Department has stepped up its efforts to reach and establish links with journalists based in as many Member States as possible, given the demands of the 24-hour news cycle that the broadcast media in particular have to deal with. The principal vehicle for this intensified effort is the Web-based United Nations News Service, which was launched in September 1999. The Service was built around the newly established News Centre on the United Nations Web site to give an immediate indication of the main news developments of the day, composed primarily of extended headlines, which in turn are electronically linked to more complete news texts, as well as the texts of reports and statements. A number of other links lead interested users to other pages on the United Nations Web site.

19. An electronic mail service is also being developed to carry news from Headquarters directly to journalists around the world, in cooperation with United Nations information centres and other United Nations offices. With the assistance of other organizations of the United Nations system, arrangements are also being made to develop lists of journalists with interest in specific areas so that they can be immediately alerted of relevant news, reports and proposals.

20. Another dimension of this Service will be the effort, to be undertaken in close cooperation with United Nations information centres and services, to arrange for appearances of senior United Nations officials connected with news developments or the release of major United Nations reports or proposals on pressing international concerns on important television and radio programmes worldwide. As part of the effort to promote the image of the United Nations as an open and transparent organization in its dealings with the press, the Secretary-General issued in April 1999 a set of guidelines for Secretariat officials in their dealings with the media.

21. The News Service is also responsible for the placement of Op-ed articles by the Secretary-General on pressing United Nations issues in newspapers around the world. In recent months, pieces on the Iraq stand-off, on the need to better support African efforts in the event of conflict prevention and peace-building, and on humanitarian disasters have been published in a large number of newspapers in most industrialized as well as developing countries.

22. The News Service is part of a wider initiative to increase the accessibility and transparency of the United Nations to the world media. In April 1999, the Department organized a series of highly successful briefings for the members of the United States National Conference of Editorial Writers, in which the Secretary-General, the Deputy Secretary-General, the heads of three United Nations programmes and funds and most New York-based Under-Secretaries-General participated. The impact of this unprecedented high-level programme was demonstrated by a series of favourable stories on United Nations concerns and activities that continue to appear in the regional press in the United States of America, news services and public radio programmes. The Department intends to build on this momentum with continuing similar programmes for national and regional press in the United States, as well as for the international media.

23. The Web-based News Service also serves as the hub of the integrated multimedia operation providing audio and visual materials to a global audience. The audio-visual Web page on the United Nations Web site has been expanded to include "sound bites" of key United Nations players taken from their press conferences, briefings and other appearances on major issues of the moment, such as Iraq, Kosovo and East Timor, becoming an important news source for the broadcast media in particular. The same site also offers radio programmes and audio feed, as well as photographs that interested media organizations can download for their own use.

24. Also as part of its efforts to harness the flexibility of the Internet, the Department has initiated an audio pilot project with China Radio International, enabling this partner to instantaneously receive, in a number of formats, the audio files of the Chinese language programming of United Nations Radio.

25. The Department has recently produced a compact disk containing a special series of radio programmes on population and development. It is envisaged that in the near future, additional radio programmes will be produced in this format, rather than on audio tape cassettes, for stations that can use the new technology. The Department continues to provide a full range of programming on tape to those stations that are not yet able to receive materials through the new communications channels.

26. At its twenty-first session, in May 1999, the Committee on Information continued its consideration of the issue of the development of an international radio

broadcasting capacity for the United Nations, and had before it the report of the Secretary-General on the design and scope of a pilot project (A/AC.198/1999/5). In response to a request contained in the report of the Committee to the General Assembly,[1] the Department of Public Information prepared a questionnaire to determine the interest of radio broadcasting stations and networks in Member States in carrying a daily programme of the United Nations Radio in their regions. A letter was circulated to the Permanent Representatives of Member States, together with the questionnaire, with a view to assessing the prospects for both in-kind contributions in the form of airtime on broadcasting facilities or cash towards a trust fund to be used to launch a pilot project for the development of an international radio broadcasting capacity for the United Nations.

27. The Department has continued to strengthen its relationship with television organizations worldwide. In cooperation with the United Nations Population Fund (UNFPA) and the United Nations Children's Fund (UNICEF), it co-produced a five-part series of 45-minute documentaries with the German public broadcaster ZDF on the general theme "Year of the six billion". Also, building on the Department's long-standing relationship with Cable News Network, a one-day session during the annual conference of contributors to its "World report" was held at United Nations Headquarters in May 1999.

28. The audio-visual products of the Department also continue to receive international acclaim. United Nations Radio won its second award in as many years in the international category at the New York Festivals competition for its documentary series on population and development, while the video documentary on human rights entitled "For everyone everywhere" won the Certificate for Creative Excellence at the United States Film and Video Festival.

29. The third United Nations World Television Forum, on the theme "The future of audio-visual memory: looking at the twentieth century — towards the twenty-first century", took place on 19 and 20 November 1998. Organized by the Department of Public Information, with the support of the Ministry of Foreign Affairs of Italy and the Permanent Mission of Japan to the United Nations, the World Television Forum was co-sponsored by a number of national and international broadcasting organizations. Two exhibits were on display in conjunction with the Forum: a video-wall exhibit consisting of 100 television monitors continuously showing television programmes produced by the United Nations, organizations of the United Nations system and broadcast organizations participating in the Forum; and a high-definition television demonstration. The Forum was also broadcast live on the Internet. The fourth Forum will be held at Headquarters on 18 and 19 November 1999.

30. Over the last year, the Department continued to enhance its cooperation with the growing community of nearly 1,600 non-governmental organizations associated with it. The fifty-second annual Non-Governmental Organizations Conference, held from 15 to 17 September 1999 on the theme "Challenges of a globalized world: finding new directions", attracted some 1,700 participants from 47 countries. Twenty-eight panellists and speakers representing the United Nations system, Governments, non-governmental organizations, academia and media discussed the impact of globalization on trade and finance, labour, agriculture, communications and partnerships.

31. The Department also continued to hold regular weekly briefings for non-governmental organizations to stimulate dialogue among representatives of civil society on issues on the United Nations agenda. The briefings, many of which were organized in cooperation with the organizations of the United Nations system, Secretariat offices and non-governmental organizations committees, were on average attended by 175 participants per week. The Department also co-sponsored special substantive briefings with non-governmental partners on such issues as ageing, human settlements, women's rights, health, environment and development. To extend outreach opportunities and facilitate audio monitoring of the weekly briefings by the United Nations press corps, the Department is looking into the possibility of in-house audio coverage of these briefings.

32. In 1998, 29 new non-governmental organizations were granted association with the Department, and in March 1999 held its annual orientation programme for newly accredited representatives. The two-and-a-half day event was attended by 130 representatives from 15 countries. The interest in association with the Department has continued to grow, and over the past year more than 450 applications for association were reviewed. Some 50 applicants have been selected for submission to the Department's Committee on Non-Governmental Organizations for final review at the end of 1999.

33. The Department has also redesigned its Web page for non-governmental organizations, adding new links and response features to make it more comprehensive and user-friendly. Four new computers, providing access to the United Nations optical disk system and the Internet, were donated by the non-governmental community to the Department's Resource Centre for use by associated organizations.

34. The Department of Public Information continues to emphasize its education outreach activities, both through

direct, face-to-face contact and also electronically, through the increasing use of video-conferencing. Through "Students' days at the United Nations", children are encouraged to learn about the aims and activities of the United Nations and also how they, individually, can make a difference in today's world. To mark the fiftieth anniversary of the adoption of the Universal Declaration of Human Rights, the Department organized a student conference on human rights which brought together over 400 students from seven countries. Designed as a learning experience, the event was the culmination of similar conferences held in participants' schools.

35. Workshops for teachers are now routinely organized by the Department, often in partnership with non-governmental organizations and local school districts. Such activities are aimed at deepening understanding of the issues being dealt with by the United Nations, acquainting educators with the resources available to them, and strengthening ties between the Organization and the educational community.

36. The Department also continued to arrange briefing programmes for groups. Taking advantage of technological innovations, such briefings are increasingly held electronically, through video-conferencing, resulting in savings for both the United Nations and the requesting organization. In October 1999, in association with a coalition of non-governmental organizations active in distance-learning, the Department is launching a series of monthly video conferences on issues of priority concern to the United Nations.

37. The guided tour continued to be the most visible part of the Organization's services to visitors, and one of the most immediate and direct ways of disseminating information to the public, with attendance approaching half a million annually. Efforts are currently under way to revitalize the visitor experience with the objective of attracting an even greater number of visitors to Headquarters.

38. The Department also continued to help plan and coordinate a number of special events and programmes. An observance of World Press Freedom Day was held on 3 May 1999, co-sponsored by the Department, the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the Freedom Forum, on the theme: "Turbulent eras: generational perspectives on freedom of the press". The second annual International Public Relations Forum, co-sponsored by the Department and the Public Relations Society of America International Section, on the theme "Public relations and the United Nations: the private sector and social responsibility", took place in June 1999.

## V. Implementation of specific information programmes

39. The Department continued to develop thematically integrated information programmes that highlight the Organization's role in furthering economic and social development, human rights and peace and security. In close cooperation with other substantive departments of the Secretariat and with the organizations of the United Nations system, it is focusing many activities on the follow-up to the cycle of global conferences held earlier this decade.

40. *Development Update*, a bi-monthly newsletter on United Nations economic and social initiatives, continued to closely track the rapidly growing role of the United Nations system in economic affairs and its closer ties with the private sector. This publication, which reaches business executives, journalists, civil society organizations and development agencies, has provided readers with authoritative analysis of issues and events, such as the Secretary-General's "global compact" with the business community, closer cooperation between the United Nations and the Bretton Woods institutions, the impact of the recent global financial crisis, the explosive growth of the Internet, the possible effects of the Year 2000 (Y2K) computer bug and the social dimension of international trade policy.

41. In close cooperation with the Department of Economic and Social Affairs, the Department of Public Information undertook a broad range of public information activities to promote the special sessions of the General Assembly held in 1999 on the five-year review of the 1994 International Conference on Population and Development and the 1994 Global Conference on the Sustainable Development of Small Island Developing States. In the context of the latter event, a promotional campaign focusing on environmental and regional media was organized and appropriate information materials prepared. In addition, strong cooperation was pursued with the Small Islands Developing States Network (SIDSNET), the Internet site for small islands run by the United Nations Development Programme (UNDP), with the United Nations Environment Programme (UNEP), and with the Alliance of Small Island States (AOSIS), which resulted in a broad range of public information products, activities and outreach.

42. The Department also began the implementation of multimedia public information and communications

strategies to promote issues pertaining to the upcoming special sessions of the General Assembly on the five-year review of the 1995 World Summit for Social Development and the 1995 Fourth World Conference on Women. Moreover, the Department also continued to implement a multimedia information campaign to publicize the issues relating to the ongoing International Year of Older Persons, with the opening of an exhibit entitled "A society for all ages" in September 1999 and other promotional activities.

43. The Department has also continued to initiate and coordinate activities within the framework of the World Public Information Campaign for Human Rights and the United Nations Decade for Human Rights Education (1995-2004), which also coincided with the observance of the fiftieth anniversary of the adoption of the Universal Declaration of Human Rights. Events at Headquarters on 10 December 1998 (Human Rights Day) were numerous and varied. The Human Rights Film Festival, organized by the International Council of the National Academy of Television Arts and Sciences in cooperation with the Department, included screenings of documentaries in the Dag Hammarskjöld Library Auditorium over four days in December 1998.

44. The Department developed a public information and communications strategy for the upcoming Tenth United Nations Congress on Crime Prevention and Treatment of Offenders, to be held at Vienna from 10 to 17 April 2000, and continued to play an important role in facilitating the work of journalists covering the process leading towards the establishment of a permanent international criminal court.

45. The Department also publicized the regional hearings held with a view to generating innovative ideas in preparation for the Millennium Assembly and Summit. It also began the preparation of a global communications strategy in support of this milestone event.

46. In the area of peace and security, the Department has continued its efforts to promote public awareness of related issues, including security of personnel in field missions and disarmament, and strengthened its outreach, particularly through the Internet.

47. Increasing resources of the Department were provided for support for the information components of peacekeeping and other field missions, beginning in early planning stages for such missions. It has continued to participate in the meetings of Secretariat task forces and other bodies dealing with day-to-day issues related to ongoing operations, and maintained its regular consultations with the Department of Peacekeeping Operations on requirements and vacancies to be filled in information components in the field and other related issues. As field work in public information involves special requirements regarding linguistic ability, technical skills (in such fields as broadcasting) and familiarity with the political, cultural and media environment of mission areas, the Department has compiled some 250 names on its roster of candidates for such positions. It has also endeavoured to make a number of its own staff available for secondment to field missions.

48. The Department has also undertaken a complete redesign of its peacekeeping Web page with the aim of providing users with easy access to a wealth of information about United Nations peacekeeping. Established in close cooperation with the Department of Peacekeeping Operations, the page is jointly maintained, with regular updates covering all existing peacekeeping operations, along with extensive background information on earlier missions.

49. The special photographic exhibit designed and produced by the Department to observe the fiftieth anniversary of United Nations peacekeeping was seen by over 45,000 visitors at Headquarters after its launch in October 1998. It later travelled to the United States Naval Academy at Annapolis, Maryland, and is scheduled to visit three cities in Germany in November and December 1999. In July 1999, the Government of Singapore generously sponsored the production of an adapted version of the exhibit for display in Singapore.

50. The anniversary also offered an opportunity for more direct communication between peacekeepers and students, when the Department launched an interactive Web site in connection with its CyberSchoolBus. Some 140 schools around the world were able to benefit from question-and-answer sessions between students and public information personnel in five United Nations peacekeeping operations.

51. In accordance with its mandate in the field of arms limitation and disarmament and working closely with the Department of Disarmament Affairs, the Department has continued to publicize United Nations activities in those areas, including on issues relating to coordinating action on small arms and their impact on conflict situations. In cooperation with the other departments concerned, it also worked on public information activities in advance of the first meeting of States Parties to the Ottawa Convention banning antipersonnel landmines, which took place at Maputo in May 1999.

52. In accordance with relevant resolutions of the General Assembly, the Department has continued its ongoing special information programme on the question of Palestine. It organized an international seminar for journalists on the question of Palestine entitled "Prospects for peace", held at

Madrid on 23 and 24 March 1999. The seminar reviewed developments in the peace process and Israeli-Palestinian negotiations, and discussed prospects for peace and the economic situation in the region. At the request of the Committee on the Inalienable Rights of the Palestinian People, the Department created a video database on the question of Palestine from 1948 to January 1999. Also, as in every year since 1995, the Department has organized a training programme for Palestinian journalists aimed at strengthening the participants' professional capacity as information media personnel. Eight participants are enrolled in the programme this year, which will run from 25 October to 13 December 1999.

53. The Department's multimedia activities covered a wide range of issues on decolonization, including public information support for the Caribbean Regional Seminar on Non-Self-Governing Territories, held at Castries from 25 to 27 May 1999. In cooperation with the Department of Political Affairs, the Department also recently created a Web page on decolonization.

54. The Department's 1999 training programme for broadcasters and journalists from developing countries, scheduled for 13 September to 22 October 1999, will provide 20 junior and mid-level media professionals with in-depth knowledge of the work of the United Nations and its agencies and programmes by giving them intensive training during the regular session of the General Assembly. While at Headquarters, the participants also serve as United Nations correspondents for their own media outlets and report on the activities of the Organization. To date, nearly 300 journalists from almost 150 countries have participated in the programme. Participants in the 1999 programme, including four sponsored by the Friedrich Ebert Foundation of Germany, are from Angola, Azerbaijan, Barbados, Croatia, Cuba, Equatorial Guinea, Lesotho, Madagascar, Malawi, Morocco, Mozambique, Myanmar, Nigeria, Oman, Panama, Papua New Guinea, the Russian Federation, Senegal, Sri Lanka and Uruguay.

## VI. Library services

55. The Dag Hammarskjöld Library is continuing its efforts to become a virtual library with a worldwide outreach, making the United Nations information and externally acquired materials accessible electronically to a growing audience. Emphasis has been placed on Web-related activities (Internet/Intranet); digitization of United Nations documents; inter-agency resource sharing; training programmes for the staff of permanent missions, the Secretariat and depository libraries; multilingualism; and cartographic services for the Security Council.

56. The Library's presence on the Internet continues to increase, with its Web page receiving close to 1.5 million accesses in 1998 and 1.2 million in the first six months of 1999. New elements include the full text of current General Assembly resolutions in English and French; the electronic newsletter *Depository News Updates*, and the "United Nations System Pathfinder". This last resource serves as a guide to major reference sources and frequently requested reports issued by the United Nations and the specialized agencies. In addition, a number of already existing elements on the Library's Web page have been expanded, both in size and enhancement of existing features. In keeping with the Organization's renewed emphasis on multilingualism, parts of the Library's Web page are now available in Arabic, Chinese and Russian.

57. The Library's Intranet site serves as a gateway providing staff with easy access to a number of external on-line services. It includes new features, such as a page on career development resources and an expansion of "Cyberlinks" (a collection of links to regional and subject-oriented Internet sites and news services) to include an on-line Internet tutorial.

58. The Library's major database, the United Nations Bibliographic Information System (UNBIS), hitherto available only on the mainframe and internally through the Integrated Library Management System, is scheduled to become available on a Web platform in fall 1999. Access will be provided initially to official users (permanent missions and Secretariat staff worldwide) with public access planned for a later date.

59. The United Nations Consortium, an inter-agency activity initiated in 1998, currently has 28 members. As a result of its expanding membership and the increased number of electronic products/services available through this resource at volume-driven subscription rates, purchase cost savings in 1999 are expected to exceed those of 1998 (US$ 57 million). Remote desktop access is now available, for delegates as well as staff in all participating organizations, to the full text of over 3,000 journals, 10 international newspapers, five major databases and more than 10 news wires in English, French, Spanish and German. The cost of providing electronic services to the permanent missions continues to be borne for the most part by the Library. Where sufficient funding is not available, the Library, in cooperation with the Department of Management, makes every effort to coordinate subscriptions, secure volume-

driven rates and arrange for direct billing to participating missions.

60. Delivery of customized information to staff and missions via electronic mail continued to grow. In 1998, the total number of electronic messages was over 2.9 million. By July 1999, 40 electronic publications were made available to more than 5,000 subscribers worldwide.

61. As of August 1999, there were 373 United Nations depository libraries in 143 countries. Their numbers by region are as follows: Asia and the Pacific, 83; Western Asia, 17; Africa, 55; Europe, 116 (32 in Eastern and 84 in Western Europe); Latin America and the Caribbean, 48; and North America, 54 (42 in the United States of America and 12 in Canada).

62. As part of its outreach to civil society in Member States, the Library has continued to conduct training seminars and workshops for United Nations depository librarians. In addition to a variety of ad hoc training seminars, regional workshops were organized at New Delhi and Port-of-Spain in January 1999 and at Santiago in June 1999. A fourth workshop is scheduled to be held at Beirut in October 1999.

63. In order to facilitate multilingual subject access to United Nations databases, including the optical disk system, the Library has undertaken a project to translate the *UNBIS Thesaurus*, which is already available in English, French and Spanish, into the remaining official languages.

64. With the launch of a specialized Web page for maps (Intranet in March and Internet in July 1999), the Department's cartographic services have been significantly expanded. The page contains up-to-date peacekeeping maps, regional and country-profile maps, as well as information on cartographic resources and recent acquisitions of the Map Library.

65. The Department is also moving towards the Geographic Information Systems technology, which has the potential to facilitate the work of a number of departments. The interactive thematic mapping provided by this System has been introduced in closed consultations in the Security Council, as the proposed enhancement to the digital cartographic display system already in operation. The Department is currently cooperating with the organizations of the United Nations system to develop a standard geographic database of the world taking advantage of the new technology.

## VII. United Nations Publications Board and marketing of United Nations publications

66. Through the monthly meetings of its Working Committee, the Publications Board continued to monitor the 1998-1999 consolidated publications programme of the United Nations and reviewed Secretariat submissions for the 2000-2001 biennial publications programme.

67. In the area of sales and marketing, the Department has expanded its cooperation with United Nations organizations to promote their publications, and it organized a series of cooperative exhibits at major international book fairs, contributing to strong sales results for 1998.

68. A major promotional campaign was also undertaken to promote the fiftieth anniversary of the adoption of the Universal Declaration of Human Rights. Colour brochures featuring human rights publications as well as souvenir items developed by the Geneva Giftshop were produced and over 50,000 distributed worldwide. In an effort to penetrate the market for Spanish language books, a 56-page catalogue was prepared and mailed to 25,000 potential customers in Latin America, including a substantial number of members of the business community. This promotional campaign resulted in a 100 per cent increase in sales in that region in the past year. Other promotional mailings included 25,000 publications catalogues by the United Nations University, as well as 20 individual direct mail campaigns reaching a further 250,000 customers worldwide. In addition, over 75 advertisements were placed in selected professional and academic journals, and 15 major book exhibits were coordinated worldwide.

69. The United Nations Publications Web page, which provides regular updates on all new titles, added Spanish and French sites. The ongoing development of the Web page, combined with the sale of publications through major commercial Internet booksellers, has seen the average monthly income from the Internet sales double in the last year, although its overall share still remains small. In addition, new electronic products have been developed in association with author departments. CHEMLEX CD-ROM was launched in conjunction with the Economic Commission for Europe, while the *Demographic Yearbook* on CD-ROM and a Windows version of the *Statistical Yearbook* on CD-ROM were developed in cooperation with the Department of Economic and Social Affairs.

70. At the beginning of the year, the Department completed a significant renovation of the Bookshop at

Headquarters, increasing the shelf space and enhancing the presentation of the products available, thereby providing the Organization with the potential to enhance its revenues.

71. Efforts have also continued to expand the outreach of the Organization through co-published products. To secure wider distribution in Chinese, for example, a number of agreements have been signed with publishers to translate and sell important United Nations publications in that language. Also, to increase dissemination of United Nations publications in Africa, an initiative was undertaken to contact publishers in Africa with a view to establishing closer cooperation.

## VIII. Publishing activities

72. Publications remain an essential component of the Department's information and media strategy, aimed at providing useful and current information on the activities of the Organization throughout the world. While moving towards a greater use of electronic media, the Department maintains its commitment to print, which still remains the most widely accepted and authoritative method of communications in both developing and developed countries. As we proceed on the dual paths of communication, the *UN Chronicle*, *Africa Recovery* and *Development Business* continue to update their respective Web pages, thus widening their outreach. Technological advances have also been used to improve the timeliness of all four recurrent print publications, including the *Yearbook of the United Nations*.

73. On the basis of changing information priorities and feedback from users, the Department has continued to revise and update several of its well-tested publications, including its annual publications "UN in brief" and "Image and reality". With the assistance of the New York-based Council on International and Public Affairs, the Department also issued a thoroughly revised edition of its best-selling textbook *World Concerns and the United Nations: Model Teaching Units for Primary, Secondary and Teacher Education*, aimed at developing international curricula in school systems throughout the world.

74. The forty-fourth volume of the *Yearbook*, covering all major activities of the Organization during 1990, was published in July 1999, eliminating the backlog in its production. This will enable the Department to issue the 50 editions of this publication on CD-ROM in the near future. The 1997 and 1998 editions of the *Yearbook* are now under preparation.

75. This year, the *UN Chronicle* has increasingly provided in-depth coverage of specific subjects, offering its pages as a forum for discussion, dissent and debate. A number of eminent writers have provided contributions, helping to make this publication a serious resource of ideas and information. The publication's Web page has also been thoroughly revamped, allowing greater access for computers with limited graphic-download availability and offering a direct electronic link for questions relating to uploaded articles, or to the work of the United Nations in general.

76. Measures to reduce African poverty and integrate the continent more fully into the global economy have been covered actively by *Africa Recovery*, the Department's quarterly publication dedicated to promoting awareness of Africa's economic crisis. Recent issues have closely examined the repercussions of the introduction of the euro and the wide-ranging trade pact between South Africa and the European Union on African economies, and examined local and international efforts to further African development.

77. Responding to the global need for timely and up-to-date information on procurement opportunities available from the United Nations, in January 1999 the Department launched its subscription Web site service "United Nations development business on-line". Building on a solid subscriber base, this service provides more immediate and user-friendly access to business opportunities generated by the United Nations system, the World Bank, the regional development banks and government entities. This site assists developing countries in the procurement of goods and services at internationally competitive prices, and strengthens the Organization's efforts to widen its reach to the business community by providing improved access to business opportunities in the multi-billion-dollar development market. The site is registered on 16 major search engines, including Yahoo. The Department also continues to offer 24 issues of *Development Business* per year.

## IX. United Nations information centres

78. During the past year, United Nations information centres have continued to develop solid networks with the media and non-governmental organizations, and occasionally with the business community, working in partnership to promote a greater understanding of the priority issues before the United Nations. Also, taking advantage of technological developments, a number of information centres have been able to considerably increase their outreach through the

development and continuous enrichment of Web sites in local languages, thereby strengthening their ability to communicate more efficiently with local audiences. So far, 24 United Nations information centres have established such Web sites, representing a 50 per cent increase over the previous year. Other information centres also made progress in the better use of new communications technology through the development and dissemination of electronic news bulletins containing information on the activities of all organizations of the United Nations system.

79. Special consideration this past year was given to youth outreach, including essay contests, sports competitions, musical events, theatrical productions, workshops and model United Nations conferences in more than 50 countries. With the support of Government ministries concerned, youth-oriented non-governmental organizations and educational institutions, information centres helped tomorrow's leaders to better understand the Organization's principles and role on the eve of a new millennium.

80. The information centres also worked on innovative outreach campaigns with private sector companies, artists, musicians and the media (for details, see A/AC.198/1999/4; and the United Nations Web site (including photographs)).

81. In the course of the year, the centres undertook numerous public information and communications activities geared to local audiences and concerns, and translated the relevant information materials into local languages to promote issues relating to special events and observances, including the observance of the fiftieth anniversary of the adoption of the Universal Declaration of Human Rights, as well as special sessions of the General Assembly for the five-year review of the International Conference on Population and Development and the Global Conference on the Sustainable Development of Small Island Developing States.

82. Throughout 1999, the information centres also initiated a number of outreach activities to mark the International Year of Older Persons. Some information centres developed creative information campaigns to sensitize the general population to the needs of older persons, while others encouraged journalists to more actively cover ageing. In most cases, the information centres have forged partnerships with national associations for senior citizens to develop information programmes that are culturally appropriate and tailored to the needs of the local community. The information centres have also made an effort to involve older persons themselves in the observance, from organizing athletic and dance competitions to highlighting local and national legislation to benefit the elderly.

83. The information centres also continued to be actively involved in public information outreach for peacekeeping and humanitarian missions. The United Nations information centres at Jakarta and Lisbon were closely involved in the preparation of information materials on the referendum in East Timor and its translation into Bahasa Indonesian, Portuguese and Tetun. In preparation for the referendum, the United Nations information centre at Jakarta issued press releases in English and Bahasa Indonesian on the location of the voters' registration centres at Jakarta, and organized a press conference to explain the voter registration process. After the referendum, these two centres and the United Nations information centre at Sydney, as well as other information centres throughout the world, were involved in publicizing efforts by the Secretary-General and the Security Council to find a solution to the East Timor crisis.

*Notes*

[1] *Official Records of the General Assembly, Fifty-fourth Session, Supplement No. 21* (A/54/21).

# Annex

## Major activities of the Department of Public Information in accordance with General Assembly resolution 53/59 B*

## I. Institutional publications

| | | *DPI and/or Sales No.* |
|---|---|---|
| 1. | "Discovering the UN" (October 1998; also available in Spanish and Mongolian) | 2006 |
| 2. | "UN: this is your organization", multilingual promotional brochure (including Arabic, Chinese, English, French, Russian, Spanish, German and Japanese) | 2026 |
| 3. | *UN Chronicle*, vol. XXXV, No. 1 (September 1998, French), No. 2 (special section on drugs, June 1998, French; regular issue, November 1998, French), No. 3 (October 1998, English; March, French) and No. 4 (January, English; April, French); vol. XXXVI, No. 1 (March, English) and No. 2 (July, English) | |
| 4. | *Yearbook of the United Nations*, vol. 44 (1990) (July, English; last of the backlog editions) | E.98.I.16 |
| 5. | *Basic Facts about the United Nations*, new edition (November 1998, French; December 1998, Spanish) | 1920 |
| 6. | "Image and reality", booklet, new edition (January, English) | 2003 |
| 7. | "UN in brief", booklet, new edition (July, all six official languages) | 2020 |
| 8. | General Assembly press kit (August, English and French) | 2055 |
| 9. | Annual report of the Secretary-General on the work of the Organization, booklet (September, English, French and Spanish; October, Russian, Chinese and Arabic) | 2058 |
| 10. | "United Nations conferences and observances", reference paper (February, English and French) | No. 38 |
| 11. | "Dynamics of United Nations reform felt system-wide", feature article (September, English and French) | 2009 |
| 12. | "Staff become focus of United Nations modernization", feature article (November 1998, English, French and Spanish) | 2018 |
| 13. | "UN briefing papers: the United Nations and human rights", booklet, reprint (January, English) | 1998 |

* Dates given in months refer to 1999 unless otherwise indicated.

| | | *DPI and/or Sales No.* |
|---|---|---|
| 14. | *Basic Facts about the United Nations*, reprint (September, English) | 1920 |
| 15. | "Charter of the United Nations", booklet, reprint (August, Arabic and Russian) | 511 |
| 16. | "The quotable Kofi Annan", booklet, second edition (September, English) | 2059 |
| 17. | *World Concerns and the United Nations: Model Teaching Units for Primary, Secondary and Teacher Education* (December 1998, English) | E.98.I.9 |
| 18. | List of depository libraries receiving United Nations material (multilingual) | ST/LIB/12/Rev.16 |
| 19. | "Index to proceedings of the Security Council, 53rd year" (English) | ST/LIB/SER.B/S/35 |
| 20. | United Nations documents checklist, October 1996-December 1997 (English) | ST/LIB/SER.M/120 |
| 21. | *United Nations Documents Index*, vol. 1, No. 2 (English) | ST/LIB/SER.N/2 |
| 22. | *JUNIC Information Exchange Bulletin* (October and December 1998; and February, April and June) | |
| 23. | *1999 JUNIC Directory* (April) | |
| 24. | *1999-2000 Directory of Non-Governmental Organizations associated with the Department of Public Information* | 2019 |

# II. Thematic publications

## A. Human rights

| | | |
|---|---|---|
| 1. | "Human rights in action: field operations", Universal Declaration of Human Rights, background document (November 1998, English and French); available in Spanish on the Internet) | 1937/H |
| 2. | "UN action to combat intolerance and racism", background document (November 1998, English and French; available in Spanish on the Internet) | 1937/I |
| 3. | "Education: a tool", background document (November 1998, English and French; available in Spanish on the Internet) | 1937/J |
| 4. | "Human rights defenders: the front line struggle for human rights" background document (December 1998, English) | 1937/K |
| 5. | "Human rights fact sheet: 50 years of human rights" (December 1998, English) | 1937/L |

| | | *DPI and/or Sales No.* |
|---|---|---|
| 6. | *Universal Declaration of Human Rights: Fiftieth Anniversary Bookmark*, reprint (November 1998, English/French) | 1945 |
| 7. | "Fiftieth anniversary of the Universal Declaration of Human Rights", brochure (August 1998, English; October 1998, French and Spanish; November 1998, English reprint) | 1967 |
| 8. | Convention on the Rights of the Child, reprint (November 1998, English) | 1101/R.1 |
| 9. | "Decade of the World's Indigenous People", press kit cover (August, English) | 2066 |

## B. International Criminal Court

| | | |
|---|---|---|
| | "International Criminal Court: questions and answers" (October 1998, English and French) | 2016 |

## C. Peace and security

| | | |
|---|---|---|
| 1. | "The Secretary-General on Kosovo", fact sheet (May) | |
| 2. | "A comprehensive UN strategy for Kosovo", fact sheet (July) | |
| 3. | "Algeria: report of Eminent Panel, July-August 1998", booklet (September, English and French) | 2007 |
| 4. | Three background documents and fact sheets for the first meeting of States Parties to the Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction (April, English, French and Portuguese) | |
| 5. | "UNMIK: UN Interim Administration Mission in Kosovo: questions and answers" (August) | |

## D. Economic and social development

| | | |
|---|---|---|
| 1. | *Development Business*, bi-monthly, Nos. 496-515 (English, Spanish, French and Portuguese) | |
| 2. | *Development Update*, newsletter, Nos. 25 (October 1998), 26 (January), 27 (March) and 28 (June), released in English | 1452 |
| 3. | "The Copenhagen Declaration and Programme of Action", booklet, reprint (April, English) | 1707 |
| 4. | "UN high-level meeting on globalization" (September 1998, English) | 2008 |

| | | *DPI and/or Sales No.* |
|---|---|---|
| 5. | "Special session of the United Nations General Assembly on the implementation of the outcome of the World Summit for Social Development", brochure (May, English; August, French) | 2037 |
| 6. | Presentation of United Nations report entitled "Towards a new international financial architecture" (January, English) | |
| 7. | "Secretary-General urges G8 to promote economic growth", press release, kit insert to Secretary-General's letter to the Group of 8 (May, English) | |
| 8. | "United Nations position on global financial reform", fact sheet, kit insert to Secretary-General's letter to the Group of 8 (May, English) | |
| 9. | "Combating world poverty: the fight has gotten tougher", fact sheet, kit insert to Secretary-General's letter to the Group of 8 (May, English) | |
| 10. | "Economic and financial trends", fact sheet, kit insert to Secretary-General's letter to the Group of 8 (May, English) | |
| 11. | "Slow growth world economy jeopardizes the poor, United Nations says", press release (June, English) | |
| 12. | "National Y2K chiefs at the United Nations" (December 1998, English) | |
| 13. | "Second global meeting of national Y2K coordinators at the United Nations on 22 June" (June, English) | 2052 |
| 14. | "The United Nations and global commerce" booklet (August, English) | 2039 |
| 15. | "The role of microcredit" background document (October 1998, English; April, French and Spanish) | 2011 |
| 16. | "Changing the face of poverty", background document (October 1998, English; April, French and Spanish) | 2013 |
| 17. | "Poverty: an obstacle to human rights", background document (April, English, French and Spanish) | 2015 |
| 18. | "Global programme against money laundering", brochure (February, English; April, French; May, Spanish; August, Russian) | 2010 |
| 19. | "HIV/AIDS, more than a health crisis", brochure (June, English; August, French) | 2038 |
| 20. | "International Plan of Action on Ageing", booklet (September 1998, English) | 932/Rev.1 |
| 21. | Guidelines for use of the logo of the International Year of Older Persons, 1999 (September 1998, English, French and Spanish) | 1964/C |

| | | *DPI and/or Sales No.* |
|---|---|---|
| 22. | "1999 at a glance", background document (January, English; April, French and Spanish) | 1964/D |
| 23. | "Ageless thinking in the next millennium" background document (January, English; April, French and Spanish) | 1964/E |
| 24. | "Global life expectancy increases by 20 years", background document (January, English; April, French and Spanish) | 1964/F |
| 25. | "Demographics of ageing", background document (August, English) | 1964/G |
| 26. | "International Year of Older Persons 1999", multilingual poster (November 1998) | 1992 |
| 27. | "International Year of Older Persons 1999", multilingual poster (September 1998; issued in cooperation with AARP) | 2000 |
| 28. | "Headquarters launch of the International Year of Older Persons 1999", feature article (October 1998, English) | 2017 |
| 29. | "End discrimination against women" (November 1998, English) | 995/Rev.2 |
| 30. | "Forty-third session of the Commission on the Status of Women", background article (February, English) | 1889/Rev.2 |
| 31. | "Ending discrimination: a fundamental right", information note for the twentieth anniversary of the Committee on the Elimination of Discrimination against Women (May, English) | 2040 |
| 32. | "Past and present members of the Committee on the Elimination of Discrimination Against Women", twentieth anniversary information note (May, English) | 2041 |
| 33. | "CEDAW to commemorate the twentieth anniversary of the adoption of the Convention", twentieth anniversary press release (May, English) | 2042 |
| 34. | "Chairpersons of the Committee on the Elimination of Discrimination Against Women", twentieth anniversary information note (May, English) | 2043 |
| 35. | "A short history of the Convention", twentieth anniversary information note (May, English) | 2044 |
| 36. | "Commission on the Status of Women adopts Optional Protocol to the Convention", CEDAW twentieth anniversary information note (May, English) | 2045 |
| 37. | "Text of the Optional Protocol to the Convention", twentieth anniversary information note (May, English) | 2046 |

| | | *DPI and/or Sales No.* |
|---|---|---|
| 38. | "CEDAW general recommendations", twentieth anniversary information note (May, English) | 2047 |
| 39. | "List of States Parties", CEDAW twentieth anniversary information note (May, English) | 2048 |
| 40. | "Committee on the Elimination of Discrimination against Women", CEDAW twentieth anniversary information note (May, English) | 2049 |
| 41. | "Women 2000", kit cover (June, English) | 2035 |

## E. Report of the International Narcotics Control Board (1997)

Eight background documents produced by UNIS Vienna, for release at Headquarters and around the world

## F. Sustainable development

| | | |
|---|---|---|
| 1. | "Special session of the General Assembly on small islands", brochure (April, English) | 2027 |
| 2. | "Special session of the General Assembly on small islands", kit cover (July, English) | 2050 |
| 3. | "Programme of action for Small Islands", booklet (August, English) | 1609/Rev.1 |
| 4. | "Trouble in paradise: small islands struggle to preserve environments", background document (August, English) | 2060 |
| 5. | "On trade and aid: small islands face economic crunch", background document (August, English) | 2061 |
| 6. | "Small islands five years later: where do we stand?", fact sheet (August, English) | 2062 |
| 7. | "Trade, environment issues to dominate special session on small islands", press release (August, English) | 2063 |
| 8. | "Small island developing States and Territories: basic indicators", statistical table (August, English) | 2064 |

## G. Africa recovery

1. *Africa Recovery*, quarterly, vol. 12, No. 2 (November 1998, English; April, French); vol. 12, No. 3 (December 1998, English; July, French); vol. 12, No. 4 (April, English; July, French); vol. 13, No. 1 (June, English)

| | | *DPI and/or Sales No.* |
|---|---|---|
| 2. | *United Nations System-wide Special Initiative on Africa*, newsletter produced in conjunction with ECA, Issue No. 2 (November 1998) | |
| 3. | *Economic Report on Africa 1999*, produced in conjunction with ECA (June) | |

## H. Fact sheets on the work of the United Nations

| | | |
|---|---|---|
| 1. | "Setting the record straight: some facts about the United Nations", update (October 1998, English; February, French and Spanish; further revision, August, English) | 1753/Rev.16-17 |
| 2. | "The United Nations: protecting the global environment", update (October 1998, English; February, French and Spanish; further revisions, August, English) | 1814/Rev.5-6 |
| 3. | "The United Nations financial crisis at a glance", update (October 1998, English; February, French and Spanish; further revision, August, English) | 1815/Rev.14-15 |
| 4. | "The United Nations and business: a global partnership", revision (August, English) | 1820/Rev.2 |
| 5. | "United Nations conferences: what have they accomplished?", update (October 1998, English; February, French and Spanish; further revision, August, English) | 1825/Rev.6-7 |
| 6. | "United Nations peacekeeping: some questions and answers", update (October 1998, English; February, French and Spanish; further revision, August, English) | 1851/Rev.8-9 |
| 7. | "Setting the record straight: United Nations salaries and benefits", update (August 1998, English) | 1891/Rev.2 |
| 8. | "Setting the record straight: what do Americans really think?", update (October 1998, English; February, French and Spanish; further revision, August, English) | 1963/Rev.1 |
| 9. | "Setting the record straight: some facts about the United Nations", booklet compiling above fact sheets (October 1998, English; February, French and Spanish; further revision, August, English) | 1848/Rev.4-5 |

## I. Fact sheets issued in response to public inquiries and as part of the Department's school outreach programme

**(All issued in English only)**

1. "United Nations awards" (April)
2. "United Nations fellowships, scholarships, and grants" (April)

3. "United Nations Member States: a directory" (revised and updated, July)
4. "United Nations Headquarters" (revised and reissued, September 1998)
5. "United Nations Web site", brochure (July)
6. Student map of world population (July 1998)
7. "Role of the Secretary-General" (April)
8. "The General Assembly: what it is, what it does" (November 1998)
9. "How to set up a model United Nations" (November 1998)
10. "Three ways to help the United Nations" (July)
11. "International Day of Peace" (July)
12. "How to become a tour guide at the United Nations" (February)
13. "The United Nations role in combating terrorism" (October 1998)
14. "Female genital mutilation" (October 1998)
15. "United Nations policy on abortion" (February)
16. "The Secretary-General on Iraq" (February)

A promotional sticker entitled "Come to the United Nations, it's your world" was also issued for distribution to students.

## III. Briefings for non-governmental organizations

1. Commemoration of the International Day of Older Persons and launch of the International Year of Older Persons (1 October 1998)
2. Overview of the fifty-third session of the United Nations General Assembly (8 October 1998)
3. Commemoration of the International Day for the Eradication of Poverty (15 October 1998)
4. Global Action to Prevent War (22 October 1998)
5. Implementation of the Comprehensive Nuclear Test Ban Treaty and new initiatives (29 October 1998)
6. Commemoration of the fifth annual Day for Freedom of Religion or Belief, on the theme "Freedom of religion or belief: hopes and realities" (5 November 1998)
7. Approaches to early childhood education (12 November 1998)
8. 2000: International Year of Thanksgiving (19 November 1998)
9. The Committee on Non-Governmental Organizations at 50: a reaffirmation of commitment (3 December 1998)
10. Universal ethics project (17 December 1998)
11. The global meeting of generations: visions and action for equitable development in the twenty-first century (7 January)
12. Families and technology (14 January)

13. UNICEF's annual report: *The State of the World's Children 1999* (21 January)
14. The world refugee situation: an update (28 January)
15. The Group of 77 Developing Countries and China: challenges for 1999 and beyond (4 February)
16. Improving accountability and transparency in governance: partnerships between international development organizations and NGOs (18 February)
17. Lifelong learning: the challenges of continuing and adult education (25 February)
18. Equality for women (4 March)
19. The demographics of ageing (11 March)
20. Women's right to health and development in the twenty-first century (18 March)
21. Report of the International Narcotics Control Board (25 March)
22. Update on population and development, in anticipation of the Special session of the General Assembly (1 April)
23. Issues before the Commission on Sustainable Development (8 April)
24. Report on global action to prevent war (15 April)
25. Eighth International Conference of the World Information Transfer (22 April)
26. Third United Nations Conference on Exploration and Peaceful Uses of Outer Space (UNISPACE III) (29 April)
27. UNESCO World Science Conference (6 May)
28. UNICEF and NGOs: Cooperation for the education of young children (20 May)
29. Update on outcome of youth meetings, held at Portugal in August 1998 (27 May)
30. Commemoration of World Environment Day: population, consumption and resources (3 June)
31. Interdependence of generations: ability, not chronology (10 June; second in the series of "Age quake" debates)

## IV. Video productions

1. "World chronicle", 39 thirty-minute panel talk shows released between 1 September 1998 and 31 August 1999 (Nos. 712-750)
2. "United Nations in action", 56 three-to-five-minute video news magazine items released in Arabic, English, French, Russian and Spanish between 1 September 1998 and 31 August 1999 (Nos. 581-636)
3. "CNN world report", 67 two-and-a-half-minute news video items (56 made from "UN in Action" plus 11 specials), produced for CNN in English from 1 September 1998 to 31 August 1999
4. "Year in review 1998", a 15-minute video presenting highlights of United Nations activities during the year in all official languages
5. "Economic and Social Council presentational video", five-minute video on issues facing the Council, for screening at Geneva during the opening of the 1999 session

6. "Balkans humanitarian crisis", field mission to provide compilation B-roll for international television news syndicators and news magazine items on activities of the United Nations system relating to refugee crisis in the Balkans in 1999

7. "UN in Kosovo", field mission to provide compilation B-roll for international television news syndicators and news magazine items on United Nations activities in Kosovo in 1999

8. "Smalls arms in Albania", field mission to provide compilation B-roll for international televisions news syndicators and news magazine items on activities of the United Nations system in development projects in exchange for the handing in of small arms in Albania in 1999

9. "Compilation videos", regular provision of compilation B-roll video packages to international televisions news syndicators on thematic and news-related United Nations topics and material pertinent to major United Nations meetings

10. "Year of six billion", co-production with ZDF (Germany), UNICEF and UNFPA to provide five 45-minute documentaries for international distribution relating to the day in 1999 when the world population passes six billion

## V. Special radio feature programmes/series

1. A special series of 12 features on population and development, produced on "Global population challenge: Cairo+5" in English and adapted into various non-official languages; released in English on cassettes and compact disks for worldwide distribution

2. The radio programme "UNESCO funds documentary on links between Calypso and high life music", in English, won a bronze medal award at the 1999 New York festivals

3. A series of 12 programmes on youth and development, in Arabic

4. Two 15-minute radio features entitled "The World Health Organization takes on tobacco" in English, Chinese and Kiswahili

5. Two 15-minute features on the world media in English

6. Two 15-minute features entitled "The year in review", in English, Chinese, French and Russian

7. Two 15-minute features, entitled "The International Year of Older Persons", in Chinese and Bahasa Indonesian

8. One feature on illegal drugs, in Turkish

9. Two 15-minute features entitled "Prospects for peace in East Timor", in English, Chinese, Hindi, Russian, Turkish and Urdu

10. A four-part series of 15-minute features entitled "A whole new world: the promise of poverty eradication for the Makushi in Guyana", in English and Dutch

11. Nine 15-minute features on the promotion and status of women's rights, in Arabic, English and Spanish

12. A feature entitled "Disarmament and non-nuclear proliferation", in Portuguese

13. Four 15-minute features, entitled "The Security Council and the crisis in Kosovo" in English, Russian, Portuguese and Turkish
14. Two 15-minute features on health and medicine, in Spanish
15. Two 15-minute features on global security, in Portuguese
16. Two 15-minute features on the state of the world's children, in Arabic
17. One 15-minute feature on the Lockerbie case, in French
18. Three 15-minute features on the human rights development report for 1999, in Arabic, English and Russian
19. Two 15-minute features on monitoring human rights in English and Turkish
20. One feature on controlling the spread of small arms, in Dutch
21. Three features on international population and development, in Chinese, Hindi and Bahasa Indonesian
22. Two 15-minute features entitled "The ethics of science", in English
23. One feature on the refugee crisis in the Balkans, in Kiswahili
24. Ten features on population and human rights, in Kiswahili and Turkish

# VI. Electronic publishing

## A. Department of Public Information publications on-line

1. *Development Business* on-line (<http://www.devbusiness.com>)
2. *UN Chronicle* (extracts) (<http://www.un.org.Pubs/chronicle>) (also posted in French)
3. *Africa Recovery* (<http://www.un.org/ecosocdev/geninfo/afrec>) (also posted in French)
4. "UN in brief" (<www.un.org/Overview/brief.html>) (also posted in French and Spanish)
5. "Image and reality" (<www.un.org/geninfo/ir/chl_txt.htm>) (also posted in French and Spanish)
6. "UN briefing papers: The United Nations and human rights" (<www.un.org/rights/HRToday>) (also posted in French and Spanish)
7. "United Nations conferences and observances" (<www.un.org/events/ref38.htm>) (also posted in French)

## B. Original output by the Department available only on the Internet

1. The United Nations Publications Web page: contains comprehensive information on products available for sale; has added French and Spanish titles to the complete listing of English titles available (http://www.un.org/publications)
2. The United Nations Bookshop Web page. Customers from around the world can visit the United Nations Bookshop and view a wide variety of products, including books, posters and gift items relating to the Organization and the many issues in which it is involved. (www.un.org/Pubs/bookshop)

3. Highlights of the noon briefings (http://www.un.org/news/ossg/hilites.htm)

4 CyberSchoolBus: United Nations interactive educational Internet site

## C. Web page design/United Nations materials made available by the Department of Public Information on the Internet

1. Coverage of the Secretary-General's trips, press conferences, articles and statements

2. United Nations maps and geographic information resources

3. Coverage of the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space

4. Broadcast via the Internet of the high-level segment of the substantive session of the Economic and Social Council

5. Coverage of the special session of the General Assembly on the five-year review of the International Conference on Population and Development, 30 June-2 July

6. New Web page of the Special Representative of the Secretary-General for Children and Armed Conflict

7. Web page for the International Day against Drug Abuse and Illicit Trafficking

8. Coverage of the second meeting of national Y2K coordinators

9. Bringing peace to Kosovo: Web page for the United Nations Mission in Kosovo

10. Web page for the United Nations Mission in East Timor

11. Web page for the United Nations Relief and Works Agency for Palestine Refugees in the Near East

12. Web page for the International Day of Families

13. Fighting landmines: coverage of the first meeting of States Parties to the Ottawa Convention banning anti-personnel landmines, to give additional impetus to international assistance

14. Web page on International Women's Day 1999

15. 1998 Compendium of Security Council presidential statements and resolutions

16. New Web site: The United Nations and Civil Society and Business (launched in January)

17. Statements to the press: current matters (United Nations Radio)

18. Broadcast via the Internet of human rights events at United Nations Headquarters on 10 and 11 December 1998)

19. Web page on International Day of Disabled Persons

20. Web page on World AIDS Day

21. Third United Nations World Television Forum broadcast via the Internet

22. Launch of United Nations home pages in Arabic and Chinese

23. Web page on United Nations Day 1998

24. Directory of NGOs associated with the Department of Public Information

25. Web page on 50 years of United Nations peacekeeping

26. Web page on World Habitat Day 1998

27. Web page on International Day of Older Persons

### D. On-line research tools of the Dag Hammarskjöld Library

1. "Documents alert", service to identify important United Nations documents, includes brief annotations (<http://www.un.org/Depts/dhl/da>)

2. "UN-I-QUE" (United Nations Info Quest), database providing quick access to document symbols/sales numbers of selected United Nations materials from 1946 (<http://www.un.org/Depts/dhl/unique>)

3. United Nations documentation research guide, updated daily, provides librarians and information professionals with an overview of the organization of United Nations documentation as well as the types of United Nations documents available on subjects of current interest, including women, human rights, rights of the child and torture (<http://www.un.org/Depts/dhl/resguide>)

4. United Nations system Pathfinder, guide to major reference sources and frequently requested reports issued by the United Nations and the specialized agencies (<http://www.un.org/Depts/dhl/pathfind>)

5. Cartographic site, containing up-to-date peacekeeping maps, regional and country profile maps, as well as information on cartographic resources (<http://www.un.org/Depts/Cartographic>)

### E. Joint ventures

The Sales and Marketing Section of the Department of Public Information is cooperating with the International Civil Service Commission, the Department of Economic and Social Affairs and the Information Technology Services Division to make available over the Internet a subscription-based service to the Daily Subsistence Allowance Rates, the *Monthly Bulletin of Statistics* and the Official Document Service (<http://www.un.org/Pubs/whatnew/electron.htm>).

## VII. Other major activities at Headquarters

### A. Public services

| | | *Number* |
|---|---|---|
| 1. | Participants in guided tours at Headquarters, January-June | 228 820 |
| 2. | Group briefings organized at Headquarters, January-June | |
| | Briefings | 617 |
| | Groups | 218 |
| | Participants | 19 564 |
| 3. | Speaking engagements away from Headquarters organized by the Department of Public Information | |

| | | *Number* |
|---|---|---|
| | Engagements, January-June | 27 |
| | Audience | 4 340 |
| 3. | Queries from the public answered by the Public Inquiries Unit (January-June) | 47 424 |

## B. Office of the Spokesman for the Secretary-General

| | | |
|---|---|---|
| 1. | Press conferences by Member States organized in 1998 | 276 |
| 2. | Press conferences/briefings by the Secretary-General and senior officials organized in 1998 | |
| | Secretary-General | 54 |
| | Senior officials | 220 |
| 3. | Interviews with the Secretary-General arranged in 1998 for media outlets representing all regions | 126 |

## C. Sales and Marketing Section

| | | |
|---|---|---|
| 1. | Promotional output, September 1998-September 1999 | |
| | Promotional publication catalogues for human rights, Spanish language publications, and United Nations University publications produced and mailed | |
| | Sales brochures produced on education, world economics, Model United Nations, electronic publications, population, disarmament, terminology and development | 20 |
| | Displays of United Nations publications coordinated at major book fairs worldwide | 15 |
| | Advertisements placed in key professional and academic journals | 75 |
| 2. | Cooperative distribution arrangements to sell publications undertaken with UNU, UNICEF, UNDP, UNEP, INSTRAW, UNFPA, UNOPS, UNIDO, UNHCR and IOM | |

## D. Dag Hammarskjöld Library, January-June

| | | |
|---|---|---|
| 1. | United Nations depository libraries around the world | 373 |
| 2. | Exchange arrangements with institutions worldwide, as of 30 June | 1 232 |
| 3. | United Nations documents and publications acquired by the Library | 89 519 |

| | | *Number* |
|---|---|---|
| 4. | Specialized agency documents and publications acquired | 5 057 |
| 5. | External materials acquired | 39 118 |
| 6. | Electronic resources in the Library (number of databases) | 165 |
| 7. | Records added to UNBIS | 17 844 |
| 8. | Missions, Governments, intergovernmental offices with on-line access to UNBIS, as of 30 June | 125 |
| 9. | Library group training sessions on Internet, United Nations documentation | 90 |
| 10. | Digitized documents uploaded to the optical disk system | 2 316 |
| 11. | Reference queries | 26 045 |
| 12. | Loans processed | 35 244 |
| 13. | Materials photocopied for Library users (number of pages) | 352 255 |
| 14. | New maps prepared | 20 |
| 15. | New peacekeeping maps prepared | 1 |
| 16. | Revised state, regional, world maps | 10 |
| 17. | Revised peacekeeping maps | 27 |
| 18. | Provision of black and white prints and film negatives for reproduction | 325 |
| 19. | Provision of large format colour plots for briefings | 146 |
| 20. | Provision of colour copy maps for meetings etc. | 437 |
| 21. | Provision of digital files maps | 188 |
| 22. | Provision of maps for reprinting by external publishers | 13 |

## E. Radio output, September 1998-September 1999

| | | |
|---|---|---|
| 1. | Radio news magazines | 587 |
| 2. | Radio features/regional news magazines | 1 177 |
| 3. | Radio telephone feeds | 1 524 news updates/ programmes |
| 4. | Radio bulletins and news magazines on electronic bulletin board (English/French/Spanish) | 753 |
| 5. | Radio programmes disseminated on the Internet (Chinese/English/French/Russian) | 312 |
| 6. | Radio programmes posted on the Internet | |
| | English, French and Spanish daily news | 753 |

| | | *Number* |
|---|---|---|
| | Weekly Chinese news and "World in review" in English | 104 |
| | Two feature programmes in Arabic | 64 |
| | Weekly features (Chinese/English) | 208 |
| | "Women", "Scope", "Perspective" and "Huayu zhuanti jiemu" | |

## F. United Nations Television, January-August

| | | |
|---|---|---|
| 1. | Bookings | |
| | Events covered | 639 |
| | In-house services (dubbing, mixing, narrating etc.) | 879 |
| | Services to outsiders (broadcasters, correspondents) | 230 |
| | Total bookings | 1 748 |
| 2. | Requests | |
| | Number of tape requests | 140 |
| | Number of tapes duplicated | 184 |
| 3. | Service to syndicators | |
| | Feeds | 1 743 |
| | Packages | 947 |

## G. Audio-visual

| | | |
|---|---|---|
| | Audio | |
| | Events covered | 1 426 |
| | Incoming materials | |
| | Feeds | 240 |
| | Interviews | 130 |
| | Radio programmes | 1 645 |
| | Dubs | 11 512 |
| 1. | Loans | 2 992 |
| 2. | Visual | |
| | Number of requests (including research) | 309 |
| | Number of video tape duplications (excluding film transfers done by an outside film lab) | 504 |
| | Number of events/productions logged | 995 |

| | | *Number* |
|---|---|---|
| **H.** | **Photographic** | |
| 1. | Number of photo postings | 236 |
| 2. | Number of photos downloaded from United Nations Web site | 882 765 |
| 3. | Customer requests | 775 |
| 4. | Pieces distributed | |
| 5. | Rolls | 1 276 |
| | Secretary-General's trips | 137 |
| | Secretary-General — other coverage | 217 |
| | Field | 7 |
| | United Nations meetings | 477 |
| | Other events | 437 |
| 6. | Photos added to photo library | 1 318 |
| **I.** | **Promotion/distribution** | |
| 1. | Radio | |
| | Audio cassettes | 64 400 |
| | Audio tapes | 4 928 |
| 2. | Video and promotional materials | |
| | TV/video catalogues distributed | 2 000 |
| | Brochures/colour leaflets, booklets | 20 000 |
| | Loaned videos | 48 |
| | Videos (screened in-house) | 32 |
| | Video programmes distributed | 12 152 |
| | Satellite programmes (150 million households) | 2 |
| 3. | "Daily highlights", September 1998-31 August 1999 | 246 |
| 4. | Press releases produced in English, January-August | 1 299 |
| 5. | Press releases produced in French, January-August | 1 048 |
| 6. | Coverage of briefings, January-August | 272 |
| 7. | Permanent accreditation of correspondents processed, January-June | 1 026 |
| 8. | Temporary accreditation of correspondents processed, January-June | 2 065 |